

FAMILY COURT  
OF THE STATE OF DELAWARE

RANDALL E. WILLIAMS  
COURT ADMINISTRATOR

ADMINISTRATIVE OFFICES  
NEW CASTLE COUNTY COURTHOUSE  
500 N. KING STREET, SUITE 3500  
WILMINGTON, DELAWARE 19801-3757

**Non-Merit Position**  
**(This position is exempt from the State of Delaware Merit System)**

**Posting #FY06-21**

**DIRECTOR OF CASE PROCESSING**

**Opening Date:** March 24, 2006

**Closing Date:** April 7, 2006

**A Vacancy Exists**

**Salary:** \$44,022 - \$66,032 (Minimum – Maximum) Pay Grade 16\*

\*Salary applicable for this position is based upon the qualifications of the individual applicant.

**Location:** City of Wilmington (**Please check this city on your application**) New Castle County Family Court, 500 King Street, Suite 3500, Wilmington, DE 19801

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**Summary Statement:** This position is responsible for the statewide administration of Family Court's automated and manual case processing program. Responsibilities include the Court's civil and criminal jurisdictions, and the areas of records, forms and statistical management. The incumbent serves a leadership role in the development of policies and procedures regarding a diverse range of complex case processing issues. The incumbent provides technical advice and recommendations to enhance case processing, and ensures progress toward achieving organizational goals. The Director of Case Processing oversees the work of approximately five Management Analysts, and reports to the Family Court Administrator.

**Preferred Qualification:** Please address the preferred qualification separately on the Minimum Qualifications page of the application. Applicants who do not possess the preferred qualification will still be eligible to compete for this position if minimum qualifications are met.

1. Possession of a Bachelor's degree in management information systems, criminal justice administration, public administration, business administration or a closely related field.

**Minimum Qualifications:** Please address each item separately on the Minimum Qualifications page of the application. Failure to do so will result in a disqualification.

Applicants must have education, training and/or experience demonstrating competence in each of the following areas. Failure in any one area will result in a rating of "not qualified."

1. Experience as a senior level manager in the development, management, supervision, and analysis of case processing systems as they relate to the jurisdiction of a family court, juvenile court, other court or criminal justice agency.
2. Experience in providing business system support in an automated case processing environment.
3. Experience in the interpretation and application of federal and state statutes, Court rules, policies and procedures related to the jurisdiction of a family court, juvenile court, other court or criminal justice agency.
4. Able to communicate effectively.

**Examination:** The application is evaluated based upon a rating of training and experience.

**Essential Functions:**

1. Serves the lead role for Family Court and represents Family Court in partnership with other courts and agencies in the development, implementation and maintenance of a comprehensive automated case processing systems. The Director will provide leadership and direction in the development of the comprehensive, branch wide automated case processing system, COTS.
2. Provides on-going system support which includes, but is not limited to, system generated forms, data maintenance, system enhancements, ad hoc reports, monitoring system performance, and preparing end-user documentation.
3. Develops and evaluates case processing policies and procedures. Works with operational supervisors and managers to ensure compliance, and develops new case processing processes and procedures.
4. Coordinates training programs for staff, supervisors and judicial officers related to case processing systems, practices and procedures. Develops and conducts in-house training and utilizes training resources available from the Judicial Information Center, and other agencies, to enhance case processing expertise of all Court personnel.
5. Serves as management liaison to the Judicial Information Center on complex and diverse information technology issues.
6. Prepares budgetary requests for the case processing program related to technology and other program needs.

7. Coordinates with the Judicial Information Center for new computer installations and network hardware/software upgrades, etc.
8. Oversees the management of Family Court forms, including manual forms, PC and mainframe forms, and Web site forms. Develops, designs and revises forms as a result of legislative, policy, procedural and programmatic changes.
9. Manages statistical reporting, and is responsible for monthly, quarterly and annual reports (i.e. filings, dispositions, judicial pending, annual report, and speedy trial reports).
10. Defines records management procedures which are to be applied by operational supervisors, managers and staff. Maintains a records retention schedule for the Court, coordinates activities with the Bureau of Archives and Records Management, maintains file creation procedures, analyzes records space needs, and oversees purchases of filing materials. Serves as the Family Court management liaison to the Bureau of Archives and Records Management.
11. Serves as the Family Court management liaison with all agencies/companies relative to systems/technology/case processing issues, including other courts, private bar members, consultants and vendors.
12. Performs other related work as required.

**Conditions of Employment:**

A satisfactory criminal background check is required as a condition of employment.

Direct deposit of paychecks is required as a condition of employment.

**Benefits:** To learn more about the comprehensive benefit package please visit the web-site at <http://ben.omb.delaware.gov/programs/index.shtml>

**Submitting your Application:**

- **Apply on-line at [www.delawarestatejobs.com/postings](http://www.delawarestatejobs.com/postings). (Your application will be routed automatically to the recruiting agency).**
- Paper applications can be submitted to one of the following locations:

**FAMILY COURT, ADMINISTRATIVE OFFICES**, 500 King Street, Suite 3500 Wilmington, DE 19801 Phone: (302) 255-0057 Fax: (302) 255-2202

**HUMAN RESOURCE MANAGEMENT**

Haslet Armory, 1<sup>st</sup> Floor, 122 William Penn Street, Dover, DE 19901 Phone: (302) 739-5458 Fax: (302) 739-2327

Carvel State Office Building, 1<sup>st</sup> Floor, 820 North French Street, Wilmington, DE 19801 Phone: (302) 577-8277 Fax: (302) 577-3957

Delaware Technical and Community College Campus, P. O. Box 610, Georgetown, DE 19947 Phone: (302) 856-5966 Fax: (302) 856-5969

**Attachments to Applications:**

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.
- If supplemental information is requested by the posting or needed for scoring purposes such as but not limited to a DD214, resumes or transcripts, please send or fax to the recruiting agency before or on the specified closing date.
- Applications or additional information will not be accepted after the closing date.
- Resumes will not be accepted unless accompanied by a State of Delaware Application.

**Accommodations:**

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458
- TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

**The State of Delaware - An Equal Opportunity and Affirmative Action Employer**